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# NASA Procedural Requirements

**COMPLIANCE IS MANDATORY****NPR 3713.1A**Effective Date: March 28,  
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Request Notification of Change

 (NASA Only)**Subject: Reasonable Accommodations Procedures****Responsible Office: Office of Diversity & Equal Opportunity**[| TOC](#) | [Preface](#) | [Chapter1](#) | [Chapter2](#) | [Chapter3](#) | [Chapter4](#) | [Chapter5](#) | [Chapter6](#) | [Chapter7](#) |  
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## Chapter 2. The Interactive Process

2.1 The provision of reasonable accommodations to qualified individuals with disabilities is based on an interactive process. The interactive process begins once a request for reasonable accommodation is received to determine what, if any, accommodation should be provided. This means that the individual requesting the reasonable accommodation and the Decision Maker (DM) must discuss the request, the process for determining whether a reasonable accommodation shall be provided, and potential reasonable accommodations. The interactive process is necessary to making these determinations.

2.2 Communication is a priority throughout the entire process. The DM shall have the principal responsibility for identifying possible reasonable accommodations. He or she shall take a proactive approach in searching out and considering possible reasonable accommodations, including consulting appropriate resources for assistance (see Appendix C).

2.3 The employee requesting the reasonable accommodation shall also participate to the extent possible in helping to identify an effective reasonable accommodation.

2.4 The Headquarters, Center, or Agencywide Disabilities Program Manager (DPM) shall be available to provide assistance and help resolve any obstacles that may arise during the process, as well as a NASA or contractor physician, or other representatives from the occupational health area, Employee Assistance Program (EAP) personnel, facilities specialists, information technology specialists, compensation claims specialists, human resources specialists, and any other professionals deemed necessary.

2.5 When a request for reasonable accommodation is made by a third party, the DM should, before proceeding, confirm with the applicant or employee with a disability that, in fact, he or she wants a reasonable accommodation. It may not be possible to confirm the request if the employee has, for example, been hospitalized with an acute condition, or is otherwise unavailable. In this situation, the DM shall process the third party's request and shall consult directly with the individual needing the reasonable accommodation as soon as it is practicable.

2.6 Ongoing communication is particularly important where the specific limitation, problem, or barrier is unclear; where an effective reasonable accommodation is not obvious; or where the parties are considering different possible reasonable accommodations. In those cases where the disability, the need for reasonable accommodation, and the type of reasonable accommodation which shall be provided are clear, extensive discussions are not necessary. Nevertheless, the DM and requesting individual should ensure a full exchange of relevant information.

2.7 The DM or any other NASA official or Agency contractor who receives information in connection with a request for reasonable accommodation may share information that is confidential and connected with that request with other Agency officials who need to know the information in order to carry out their job responsibilities, including but not limited to, making determinations on a reasonable accommodation request or to assist the DM in making such a determination. (see also Chap. 4, Sec. 4.3.10).

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